

NAME (as it appears on passport): **ANOUAR CHEOUR**

Citizenship: **TUNISIAN**



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Email address:
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Driver's license information:

Country of issue:
Tunisia

Date of issue:
19/10/1998

Class or type of license:
A B

License(s) and accreditations:

List all licenses and accreditations you have here.

About Me

Date of Birth:
10/10/1972

Height: **1,75 M**

Passport no: **F827180**
Issue date: **24/07/2015**
Expiry date: **23/07/2020**

Languages:

ARABIC
FRENCH
ENGLISH
GERMAN

Addresses:

9 Rue Ali Riahi Cité Khezama 4051 Sousse
Tunisia
canouar@yahoo.com
9 Rue Ali Riahi Cité Khezama 4051 Sousse
Tunisia

Competency Summary

Experiences:

- ▶ Hotel management
- ▶ F&B Management
- ▶ Customer Service- Customer Relationship Management (CRM), and Customer Hospitality Management.
- ▶ Public Relations-
- ▶ Sales & Marketing
- ▶ Pastry Kitchen

Skills:

20 years of experience in hotel management, F&B, sales, marketing, and contract negotiation. Extensive experience in the tourism and hospitality industry with a focus on new product development, business planning, Participation in all aspects of hotel management, customer satisfaction and quality control. Excellent knowledge of markets and clients requirements with a notable ability to promote sales and revenue growth. Ease of communication with clients, management and employees emphasizing team work and achieving set objectives.

Career History

HOTEL HOURIA PALACE From: August 2019 Till Date

Sousse- Tunisia

HOTEL GENERAL MANAGER

APOLLONIA WORLD TRAVEL AGENCY From June 2010 Till Date

Tunis- Tunisia

General Manager

- *Development of strategic objectives and planning.
- *Elaboration of the action and Marketing Plan
- *Contract negotiation with Hotels and different supplier.

HOTEL HOUDA YASMINE HAMMAMET From: June 2018 to August 2018

Sousse- Tunisia

HOTEL MANAGER

- *Managing and coaching head departments and employees
- *Overseeing daily operations (Front office, F&B, Back Office...)
- *Handling guest complaints
- *Dealing and signing allotment contracts with tour operators
- *Handling tour operators and Agencies requests....
- *Assist to fairs and Exhibitions

LTI EL KSAR RESORT & THALASSO From: January 2014 To: January 2017

Sousse - Tunisia

SALES & MARKETING DIRECTOR

- *Development of strategic objectives and planning.
- *Elaboration of the action and Marketing Plan
- *Contract negotiation with tour operators and different supplier
- *Ensures all rates are loaded in all systems
- *yield management and allocations follow-up.

Education

University:

Glion Institute of Higher Education
1997 – 1998
Bulle, Switzerland
Certificate of Hotel Management

Institute:

Sidi Dhreif High Institute Of Hotels and
Tourisme Courses
1995- 1997
Sidi Dhreif –Tunis – Tunisia
Master Diploma of Pastry Courses
Hotel School:
Bella Regia Hotel School
1993- 1995
Sousse- Tunisia
Bachelor Diploma of Kitchen Courses

Skills

MS Office and Excel Applications, Power
Point Software Applications, World Wide
Web, Fidelio and other Hotel Property
Management Software Applications.

Hobbies and Interests:

Sport
Travelling

Other information:

HOTEL HOURIA PALACE

From: January 2012

To: MAY 2013

Sousse- Tunisia

HOTEL MANAGER

- *Managing and coaching head departments and employees
- *Overseeing daily operations (Front office, F&B, Back Office...)
- *Handling guest complaints
- *Dealing and signing allotment contracts with tour operators
- *Handling tour operators and Agencies requests....
- *Assist to fairs and Exhibitions

HOTEL CLUB JUMBO HOMERE

From: April 2007 to December. 2011

Djerba Island - Tunisia

HOTEL MANAGER

- *Managing and coaching head departments and employees
- *Overseeing daily operations (Front office, F&B, Back Office...)
- *Handling guest complaints
- *Dealing and signing allotment contracts with tour operators
- *Handling tour operators and Agencies requests....
- *Assist to fairs and Exhibitions

HOTEL CLUB OMAR KHAYAM

From: April 2004 to March. 2007

Hammamet - Tunisia

HOTEL MANAGER

- *Managing and coaching head departments and employees
- *Overseeing daily operations (Front office, F&B, Back Office...)
- *Handling guest complaints
- *Dealing and signing allotment contracts with tour operators
- *Handling tour operators and Agencies requests....
- *Assist to fairs and Exhibitions

HOTEL BURJ AL ARAB

From: October 1999 to June 2003

Dubai- UAE

DEMI-CHEF PASTRY

- *Responsible of the buffet, brunch preparations, banquet set menus....
- *Handling guest requests and coordinating with the outlets and other departments

HOTEL CLUB EL FELL

From: Mars 1999 to September 1999

Hammamet- Tunisia

Management Trainee

- *Managing and coaching head departments and employees
- *Handling guest complaints
- *Handling tour operators and Agencies requests....

HOTEL EUROTEL

From: January 1998 to June 1998

Neuchatel- Switzerland

Front Office Trainee

- *Check-in Check-out, handling Reservations, night auditor.
- *Handling guest request, inquiries and complaints.
- *Controlling the arrival rooms and rooms set-up's.

HOTEL Royal Salem

From: June 1996 to September 1996

Sousse- Tunisia

Pastry Trainee

- *assist the pastry staff
- *Handling guest request

HOTEL El Mouradi Palace**From: June 1995 to September 1995**

Sousse- Tunisia

Kitchen Trainee

- *assist the Kitchen staff
- *Handling guest request
- *Training in all the kitchen sections

HOTEL Shems El Hana**From: June 1994 to September 1994**

Sousse- Tunisia

Kitchen Trainee

- *assist the Kitchen staff
- *Handling guest request
- *Training in all the kitchen sections

TRAININGS & SEMINARS

- *Food Hygiene Training
- *Fire Fighting Training
- *ISO Training
- *Training of the Trainer
- *Chaine des Rôtisseurs
- *Technique of producing fine Pastries and the use of couvertures chocolate
- *Treatment of guest complaints
- *Hotels Auditing Training